West Lothian
Council

HR21 Employee & Manager Self Service

Troubleshooting Guide

HR Services

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1. New Users - Logging in first time

When you are eligible to access HR21v3 your manager will hand you a letter which will advise

- Where you can find the link to access HR21v3,
- Password which can only be used **once** at first login
- Your login ID is always your employee number.
- After first login you have to change your password – it is the password on your letter which is now entered in the Pink Box before you can create a new password.
- If you have not received a letter contact your manager.

2. Where to find the link

The link can be found on **MyToolkit - Access to HR Services** which is available on the Intranet

- Click on Employee Self Service: HR21 & Impensa **(HOME)**
- Find HR21 v3
- Click on HR21v3 (This link can only be accessed via the council network)

To add link to your favourites (for easier access to HR21)

- Go to Internet Explorer
- Click on - Add to favourites
- Copy / Paste HR21 link to Name
- Click Add
- If you wish you can rename link
- Link can also be found on email sent by hr21queries@westlothian.gov.uk when you request a password reset

3. Passwords

Password issues are the most common queries we currently receive in HR. Here is an overview of error messages generated by the system and possible reasons why.

Password rules / Password expiry / Password resets are all detailed in the HR21v3 User guide. The guide can be found on MyToolkit **- Access to HR Services**

- Click on Employee Self Service: HR21 & Impensa **(Home)**
- Employee User Guide

Password Error messages

- **Error message BRE015:** The password is incorrect – **BRE103:** Access has been denied

  Reason: You have entered an incorrect password

  Reason: You have not followed the Password rules – refer to User Guide

Email hr21queries@westlothian.gov.uk .gov.uk for password reset

- **Error message BRE017**: Password expired – You must repeat the old password in the pink box then create a new password - **BRE103:** Access has been denied

  Reason: Password has expired after 60 days
  Reason: New password sent by HR – must change password

  Create a new password following password rules (Refer to User Guide)

IMPORTANT

Remember to enter your old password in the pink box before you enter new Password – the system does not tell you to do this.

4. Locked out - There are two reasons why you may be locked out of the system

- **The system will lock you out after three failed attempts**

  Error message BRE012 – Account locked – access not allowed – BRE103 Access has been denied

  Email hr21queries@westlothian.gov.uk to be unlocked

- **HR lock out all HR21 users to allow updates to be done**
  Error message BRE012 – Account locked – access not allowed – BRE103 Access has been denied
  This can take up to an hour please try to access the system after this period of time.

5. System keep logging you out

- **Reason : May need to do some housekeeping on computer**
  - Go to **Internet Options**
  - Privacy
  - Pop-Up Blocker
  - Pop-Up Blocker Settings
  - Check in" Allowed Sites" for the HR21 link
  - If not there copy HR21 link https://hr21.westlothian.gov.uk/HR21v3213/Interface/login.aspx to "Address of website to allow"
  - Click Add
  - Close

6. Can access system but cannot see menus (Blank drop down boxes)

- Right click mouse
- Click on Personalize (If cannot see Personalize –Click on Control Panel - look for Personalization)
- Click on Windows 7 Basic

The recommended browser for HR21 is to Internet Explorer but if you choose to use Google chrome you may experience problems

7. Cannot print Pay Slip

- **Reason : May need to do some housekeeping on computer**
  - Go to Internet Explorer
  - Tools
  - Pop-Up Blocker
  - Pop-Up Blocker Settings
  - Check in" Allowed Sites" for the HR21 link
  - If not there copy HR21 link https://hr21.westlothian.gov.uk/HR21v3213/Interface/login.aspx to "Address of website to allow"
  - Click Add
  - Close

8. Cannot find Car Registration

- Reason: if you cannot find your car on this list HR Service have not been notified of your car details.

To get your car added to the list - Email hr21queries@westlothian.gov.uk with Reg, Make, Model, Fuel Type & Engine CC. You will receive a confirmation email when your car has been added to system.

9. Claims submitted not paid in salary

- Reason : Claims have not been approved by your manager (you should receive an email advising you that your claims have been approved) – Contact your manager

- Reason: Claims submitted /approved to late – missed payroll deadlines but will be paid in the next available salary.

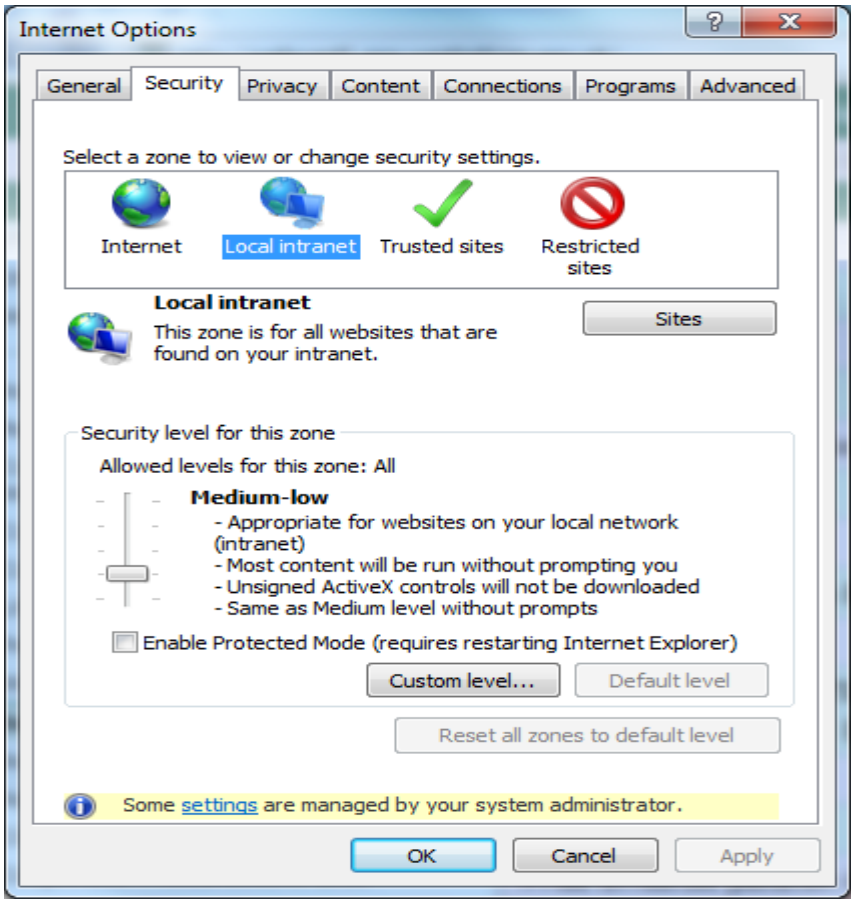
10. Windows 7 upgrade

Since the upgrades to windows 7 some HR21 users are experiencing problems accessing the system or are been logged out after a short period of time. If you are experiencing any of these problems you will have to carry out the following process to correct these issues.

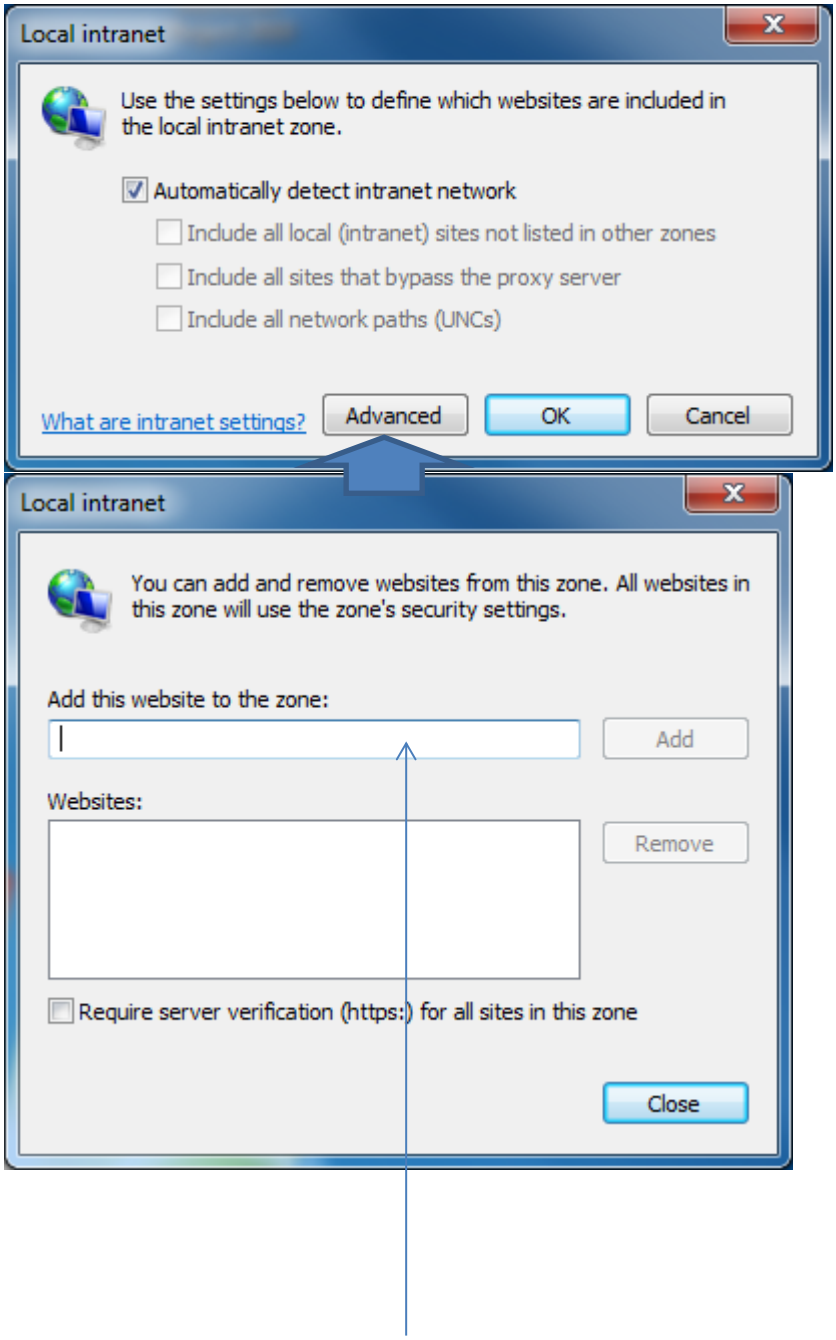
Process to follow – HR21 (Upgrade Windows 7)

Access Internet Explorer

- Click on third icon (Tools) left hand corner of screen (beside star icon)
- Choose Internet Options
- Click on Security



- Click on Sites
- Click on Advanced
- Copy/Paste HR21 link to “Add this website to the zone:”
- Click Add
- Click Close


Local intranet
Use the settings below to define which websites are included in the local intranet zone.
Automatically detect intranet network
Include all local (intranet) sites not listed in other zones
Include all sites that bypass the proxy server
Include all network paths (UNCs)
What are intranet settings?
Advanced
OK
Cancel
Local intranet
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Add this website to the zone:
Add
Websites:
Remove
Require server verification (https:) for all sites in this zone
Close

Copy /Paste HR21v link – (Can be found on my Tool kit) – Click Add